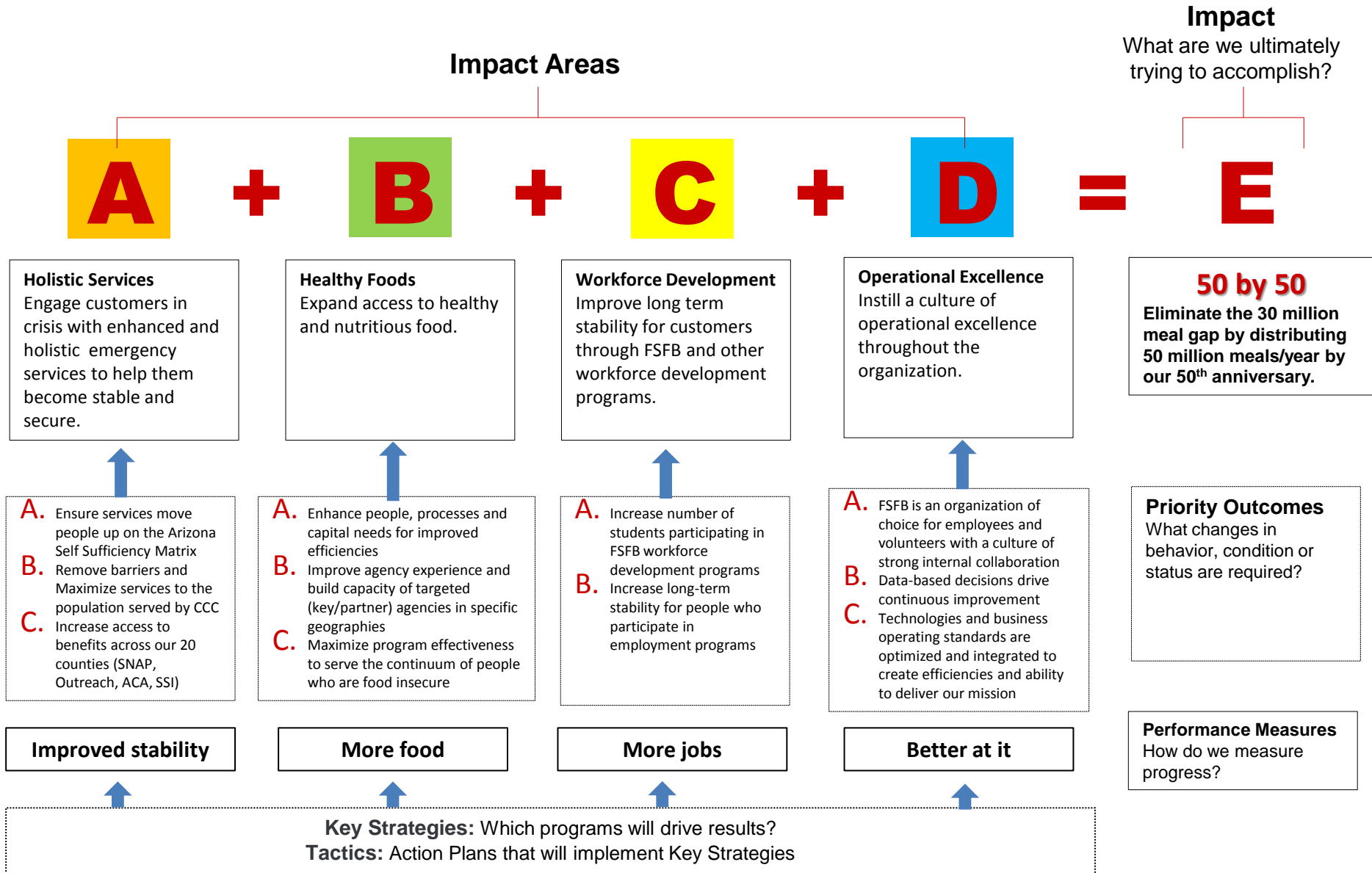


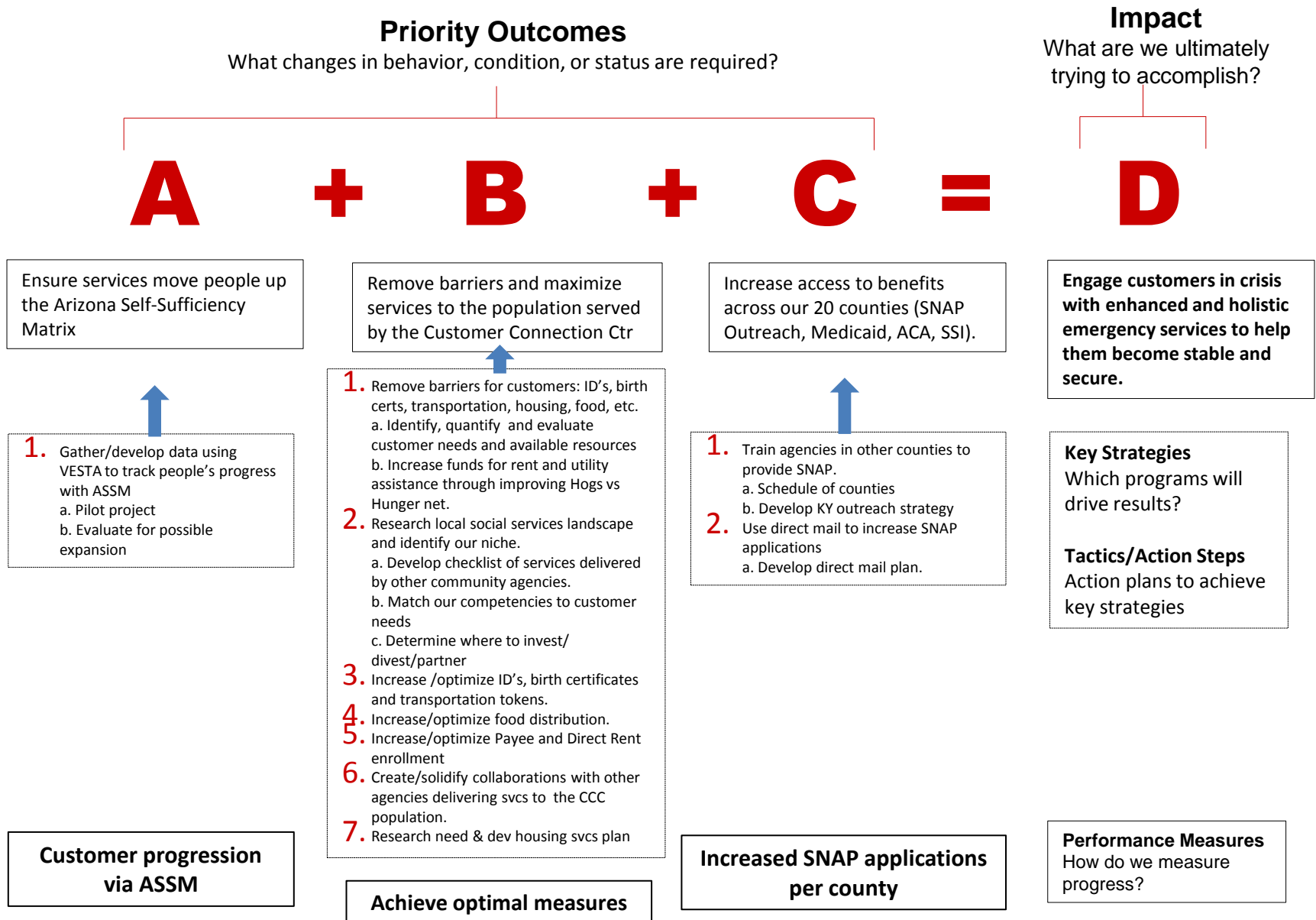
Success Equation Worksheet

FREESTORE FOODBANK 50 BY 50 STRATEGIC PLAN 2016 - 2021



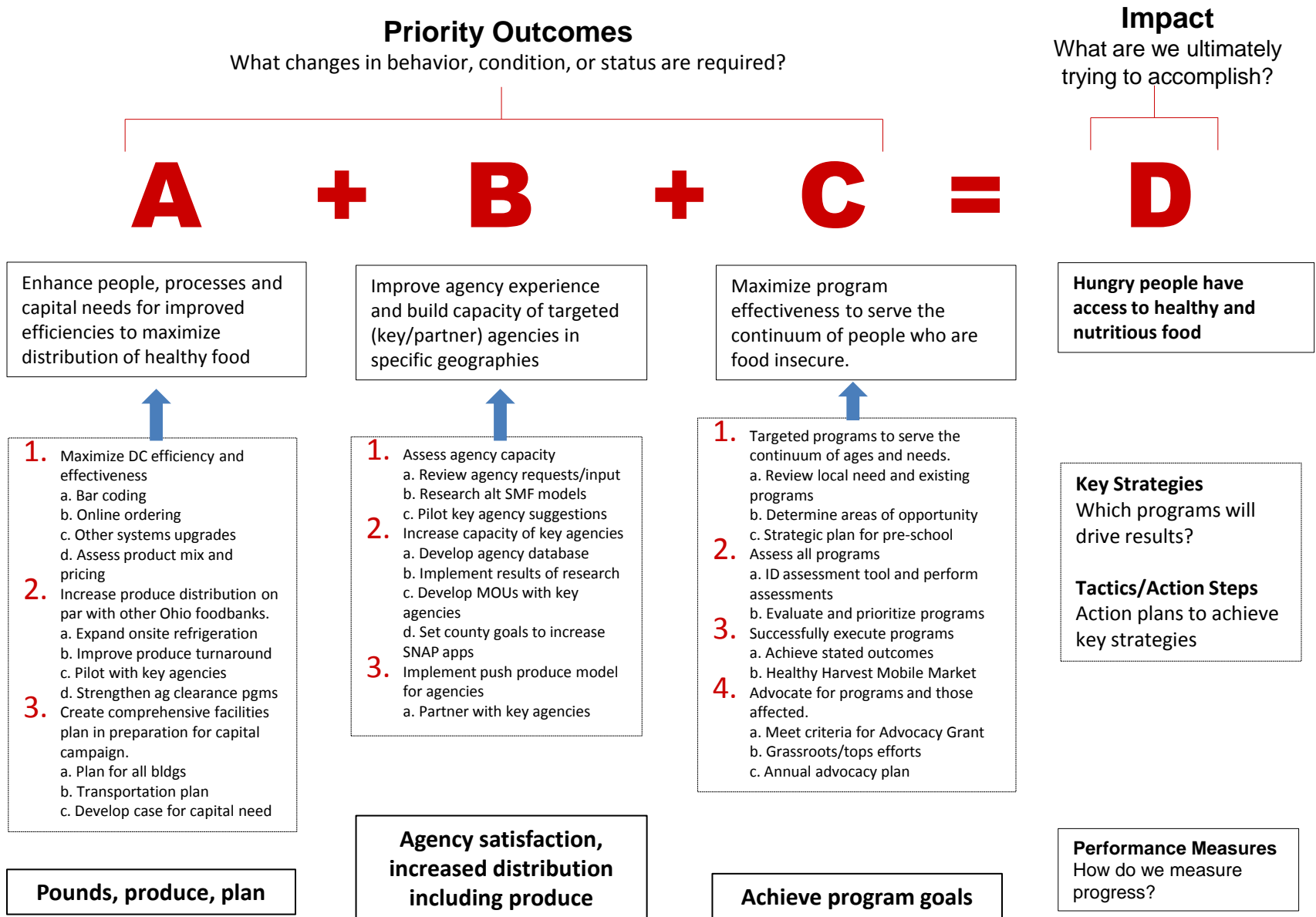
A Impact Area: Enhanced and Holistic Services

FREESTORE FOODBANK 50 BY 50 STRATEGIC PLAN



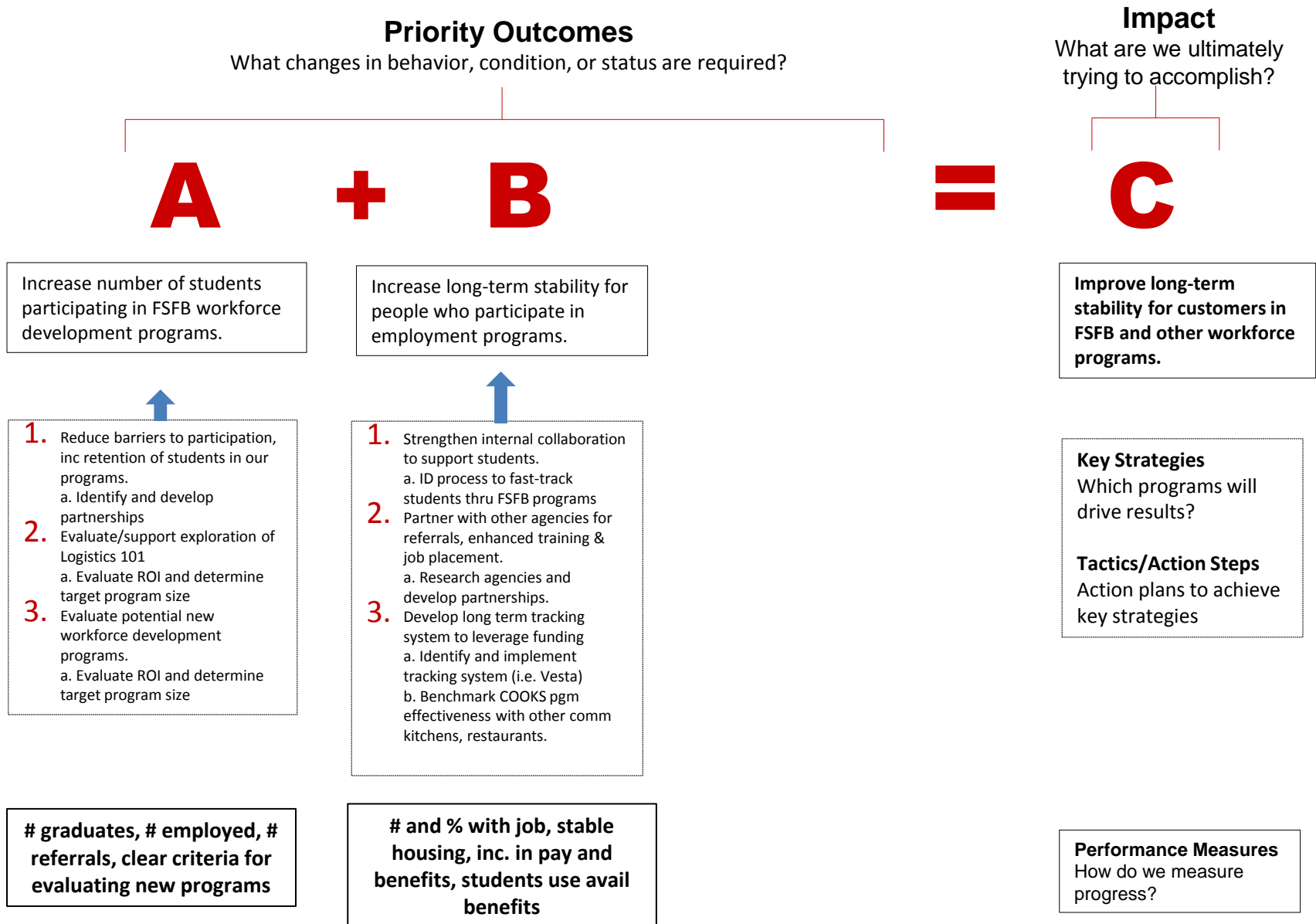
B Impact Area: Access to healthy and nutritious food

FREESTORE FOODBANK 50 BY 50 STRATEGIC PLAN



C Impact Area: Workforce Development

FREESTORE FOODBANK 50 BY 50 STRATEGIC PLAN



D Impact Area: Operational Excellence

FREESTORE FOODBANK 50 BY 50 STRATEGIC PLAN

Priority Outcomes

What changes in behavior, condition, or status are required?

Impact

What are we ultimately trying to accomplish?

A + B + C = D

Freestore Foodbank is an organization of choice for employees and volunteers with a culture of strong internal collaboration.

Data-based decisions drive continuous improvement.

Technologies and business operating standards are optimized and integrated to create efficiencies and ability to deliver our mission

Instill a culture of operational excellence throughout the organization.

1. Attract, engage and sustain the best talent for staff.
 - a. Fully staff HR dept
 - b. Benchmark comp pkgs
 - c. Engage employees in recruitment and retention
2. Retool performance review process. Est. indiv+team goals.
 - a. Conduct employee focus gp
 - b. Employee committee designs
 - c. 360° review process for mgrs
 - d. Develop goal setting process
3. Attract, engage & sustain vols.
 - a. Benchmark w/ other agencies
 - b. Develop plan and goals
4. Implement "5 Star Service Guar."
 - a. Pilot with Fin and Dev.
 - b. All depts dev agreements.
5. Functions aligned to reduce overlap and incr. efficiencies.
 - a. ID possible areas of overlap.
 - b. LT evals resource allocation.

1. Identify Key Performance Measures for each dept.
 - a. Document processes, roles and standards of work.
 - b. Benchmark with FA standards
2. Departments use LEAN process to solve problems.
 - a. Develop standard bsn plan format to evaluate pgms and make decisions.
3. Departments use real time data to create dashboards.
 - a. Dept heads create dashboards
 - b. Train employees on data access and evaluation
4. Identify LEAN champion for FSFB with implementation goals.
 - a. Hire new or existing w/ 50+% responsibility for LEAN impl.

1. Automate process to improve doc sharing
 - a. Implement doc mgmt workflow.
 - b. Develop repository for process and standard work docs.
2. Ensure competency in Office applications
 - a. Standardized training
3. Review IT systems on rotating basis
 - a. Dev schedule
4. Develop and implement business operating standards
 - a. Develop standards
 - b. Roll out

Key Strategies
Which programs will drive results?

Tactics/Action Steps
Action plans to achieve key strategies

Empl/Vol Satisfaction, Turnover Rate

Lean processes and activity, Business plans for each new initiative, # Active dashboards

100% of staff trained, 25% of systems reviewed annually

Performance Measures
How do we measure progress?